

IN THE CLAIMS

Please amend the Claims as shown below:

- B4*
1. (Currently Amended) A method of addressing problems associated with customer orders, comprising the steps of:
 - receiving an order placed by a customer;
 - initiating a workflow process to handle the order;
 - monitoring the workflow process to detect any problems;
 - notifying a human call center agent if a problem occurs during the processing of the order which enables the human call center agent to proactively contact the customer; and
 - proactively establishing a telephonic ~~connection~~ interaction between said human call center agent and with the customer in response to the problem.

2. (Original) The method of Claim 1 further comprising the step of automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.

3. (Original) The method of Claim 1 further comprising the steps of researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

4. (Original) The method of Claim 1 further comprising the step of establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

5. (Original) The method of Claim 1, wherein the order is placed on-line.

6. (Original) The method of Claim 1, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.

(b)1

7. (Currently Amended) A method of offering a product for sale based on customer selected conditions, comprising the steps of:
displaying a plurality of conditions corresponding to the product to the customer, wherein the conditions are customer selectable;
receiving a set of conditions selected by the customer;
storing the set of conditions in a memory;
monitoring the memory to determine whether the conditions can be met, wherein when the conditions are met, the customer may be contacted and offered the product for sale; and
provided the conditions are met, proactively establishing a telephonic connection interaction between a human agent and with the customer.

8. (Original) The method of Claim 7, wherein the order is placed on-line.

9. (Original) The method of Claim 7, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.

10. (Currently Amended) A proactive call center system comprising:

means for receiving an order placed by a customer;
means for initiating a workflow process to handle the order;
means for monitoring the workflow process to detect any problems;
means for notifying a human call center agent if a problem occurs during the processing of the order; and
means for proactively establishing a telephonic connection interaction between said human call center agent and with the customer in response to the problem.

11. (Original) The proactive call center system of Claim 10 further comprising means for automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.

12. (Original) The proactive call center system of Claim 10 further comprising means for researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

13. (Original) The proactive call center system of Claim 10 further comprising means for establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

14. (Original) The proactive call center of Claim 10, wherein the order is placed on-line.

15. (Original) The proactive call center of Claim 10, wherein the order is placed via a B2B exchange or B2B enterprise resource planning.

16. (Currently Amended) A computer-readable medium having stored thereon instructions for addressing problems associated with customer orders, comprising the steps of:

receiving an order placed by a customer;

initiating a workflow process to handle the order;

monitoring the workflow process to detect any problems;

notifying a human call center agent if a problem occurs during the processing of the order; and

proactively establishing a telephonic connection interaction between
said human call center agent and with the customer in response to the
problem.

17. (Original) The computer-readable medium of Claim 16 further comprising the step of automatically fixing the problem and informing the customer of the problem and the solution before being contacted by the customer.

18. (Original) The computer-readable medium of Claim 16 further comprising the steps of researching the problem, explaining the problem to the customer, and proposing a solution to the customer before being contacted by the customer.

19. (Original) The computer-readable medium of Claim 16 further comprising the step of establishing a collaboration session between representatives of the customer and the seller to resolve the problem.

20. (Currently Amended) A proactive call center service provider system for offering a product for sale based on customer selected conditions, comprising:

means for displaying a plurality of conditions corresponding to the product to the customer, wherein the conditions are customer selectable;

means for receiving a set of conditions selected by the customer;
means for storing the set of conditions in a memory;
means for monitoring the memory to determine whether the conditions
can be met; and
means for proactively establishing a telephonic connection interaction
between a human agent and with the customer provided the conditions are
met.

21. (Currently Amended) A computer-readable medium having
stored thereon instructions for offering a product for sale based on customer
selected conditions, the instructions comprising the steps of:

displaying a plurality of conditions corresponding to the product to the
customer, wherein the conditions are customer selectable;
receiving a set of conditions selected by the customer;
storing the set of conditions in a memory;
monitoring the memory to determine whether the conditions can be met,
wherein the customer may be contacted and offered the product for sale once
the customer selected set of conditions are met; and
provided the conditions are met, proactively establishing a telephonic
connection interaction between a human agent and with the customer.

22. (Currently Amended) A proactive call center system
comprising:

Serial No.: 09/766,175

Examiner: Borissov, I.
Art Unit: 3629

an interface which receives an order placed by a customer on-line;
a workflow process coupled to the interface that executes the order;
logic coupled to the workflow process which monitors the workflow
process to detect any problems which may occur;
a communications device coupled to the logic which notifies a human
call center agent if a problem occurs during the processing of the order which
enables the human call center agent to proactively contact the customer to
resolve the problem; and
a call center coupled to the communications device for proactively
establishing a telephonic connection interaction between by the human call
center agent with and the customer to resolve the problem.

23. (Currently Amended) The proactive call center system of
Claim 22, wherein the human call center agent automatically fixes the problem
and informs the customer of the problem and the solution before being
contacted by the customer.

24. (Currently Amended) The proactive call center system of
Claim 22, wherein the human call center agent researches the problem,
explains the problem to the customer, and proposes a solution to the customer
before being contacted by the customer.

25. (Original) The proactive call center of Claim 22 further comprising a collaboration system which establishes a collaboration session between representatives of the customer and the seller to resolve the problem.

b1
26. (Cancelled)